

United Kingdom-Bradford: Call centre

OJ S 207/2015 24/10/2015

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Bradford College

Postal address: Great Horton Road

Town: Bradford

Postal code: BD7 1AY

Country: United Kingdom

For the attention of: Rachel Turner

E-mail: rachel.turner@tenetservices.com

Internet address(es):

General address of the contracting authority: www.tenetservices.com

Address of the buyer profile: www.tenetservices.com

Electronic access to information: <https://suppliers.multiquote.com/Page/Login.aspx>

Electronic submission of tenders and requests to participate: <https://suppliers.multiquote.com/Page/Login.aspx>

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Education

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: Tenet Education Services Ltd

Postal address: Atlantic Square

Town: Witham

Postal code: CM8 2TL

Country: United Kingdom

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

Bradford College Incoming Call Management Open Tender.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 27: Other services

Main site or place of performance: Bradford College.

NUTS code UKE41 Bradford

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Bradford College is looking for an Incoming Call Management provider to provide a telephone answering service including, but not limited to providing course information, using agreed social network platforms to provide live chat, transferring calls, taking payments, posting out relevant information, taking interview bookings and other call management duties as defined in the Specification.

II.1.6. CPV code(s)

79512000 Call centre

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Bradford College is looking for an Incoming Call Management provider to provide a telephone answering service including, but not limited to providing course information, using agreed social network platforms to provide live chat, transferring calls, taking payments, posting out relevant information, taking interview bookings and other call management duties as defined in the Specification.

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 24 (from the award of the contract)

II.3. Duration of the contract or time limit for completion

Start 8.2.2016. Completion 7.2.2019

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

The right is reserved to require a guarantee bond to secure any risk exposure of early termination of any local authority pension scheme admitted body status agreement entered into.

III.1.2.

Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Where a consortium or other grouping of suppliers submits a bid, such consortia or grouping must nominate a lead organisation to deal with the Contracting Authority on all matters relating to the Contract. All consortium members or grouping will be required to be jointly and severally liable in respect of the obligations and liabilities relating to the Contract.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: In the first instance, candidates should register with multiquote.com and express an interest in the contract. Contract details can be found under the 'Opportunities' section of the multiquote.com homepage. A pre qualification questionnaire must be completed and returned (via multiquote.com) as part of the request to participate process. Candidates will need to provide as part of the request to participate process details of enrolment on professional or trade registers and details on whether bankruptcy, convictions of professional misconduct, non payment relating to social security contributions or taxes applies to the economic operator. Economic operators may be excluded from participation if any of these circumstances applies. Any candidate found to be guilty of serious misrepresentation in proving false or inaccurate information may be declared ineligible and not selected to continue with the process.

III.2.2. Economic and financial ability

List and brief description of conditions: In the first instance, candidates should register with multiquote.com and express an interest in the contract. Contract details can be found under the 'Opportunities' section of the multiquote.com homepage. A pre qualification questionnaire must be completed and returned (via multiquote.com) as part of the request to participate process. Candidates will need to provide as part of the request to participate process details of turnover, profit and capital and reserves for previous 2 years. Any candidate found to be guilty of serious misrepresentation in proving false or inaccurate information may be declared ineligible and not selected to continue with the process.

Minimum level(s) of standards possibly required: Minimum Turnover: X GBP Minimum Insurance Levels: 5 000 000 GBP PL & EL.

III.2.3. Technical and professional ability

List and brief description of conditions:

In the first instance, candidates should register with multiquote.com and express an interest in the contract. Contract details can be found under the 'Opportunities' section of the multiquote.com homepage. A pre qualification questionnaire must be completed and returned (via multiquote.com) as part of the request to participate process. Candidates will need to provide as part of the request to participate process evidence of business quality standards, accreditations, and relevant experience. Any candidate found to be guilty of serious misrepresentation in proving false or inaccurate information may be declared ineligible and not selected to continue with the process.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated no

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

CA3134

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

25.11.2015 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Persons authorised to be present at the opening of tenders: no

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: no

VI.3. Additional information

Bradford College is looking for an Incoming Call Management provider to provide a telephone answering service including, but not limited to providing course information, using agreed social network platforms to provide live chat, transferring calls, taking payments, posting out relevant information, taking interview bookings and other call management duties as defined in the Specification.

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: The authority will incorporate a minimum 10 calendar day standstill period at the point that information on the award of the contract is communicated to tenderers. If an appeal regarding the award of contract has not been successfully resolved then the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take action in the High Court. Any such action must be brought promptly (generally within 3 months).

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

21.10.2015